

## **COACHING CONVERSATIONS FOR EDUCATORS**

### **FREQUENTLY ASKED QUESTIONS**

#### **What are coaching and mentoring?**

Coaching and mentoring are learning relationships which help people to take charge of their own development, to release their potential and to achieve results which they value. (Connor and Pokora, 2007)

#### **What is the difference between coaching and mentoring?**

Coaching and mentoring are very similar. Mentoring is generally a long term and relatively informal relationship with a more experienced colleague from a similar professional background. Coaching is often a more formal arrangement, not necessarily with someone from the same background.

#### **What is the difference between mentoring and counselling?**

The emphasis within counselling is on non-judgemental listening and talking a situation through. This also happens within a mentoring relationship but the major difference is that a mentor will give more emphasis to encouraging and facilitating the client to take action.

#### **What do we mean by coaching conversations?**

Coaching conversations are those in which there is an emphasis on not giving advice. Instead the approach is to encourage the learner to find their own solution and way forward. The educator may move up and down the coaching spectrum depending on the situation but much time is likely to be spent in the middle focusing on asking good questions.

#### **What type of issues are discussed?**

Coaching conversations are particularly useful when there is no single correct answer. Technical issues may benefit from a more directive approach but in situations such as these more conversation and less advice is likely to be beneficial.

- Time management and work / life balance
- Making the right career choices
- Responding successfully to work or personal crises such as a complaint
- Relationships with colleagues
- Stress management and increasing resilience
- Confidence
- Dealing positively with change
- Being effective in new roles
- Responding to patient or colleague feedback